

# The How

## Implementation in your facility

### Step 01

Study this guide and make executive decisions regarding participation and implementation. Consider your budget and other operational policies and protocols.

### Step 02

Appoint the operational team and clarify tasks, roles and codes. Administration roles and responsibilities must be clear from the outset.

### Step 03

Take stock of your current state of affairs in terms of Finance, Customer Value Proposition, Operational Processes, Staff training, Systems and Organisational Structure. A guideline is available to those who require it. This step is vital and the outputs should be submitted to the Project Scaffold team so that the final outcomes can be evaluated against this starting point/benchmark. All information submitted will be treated as confidential.

### Step 04

Conduct workshops to discuss the proposed interventions and specific changes that you wish to bring about in your organisation and/or facility. And secure the buy-in of the executive and care staff and clarify the roll-out process, including reporting, control and evaluation.

### Step 05

Conduct re-alignment and training of all staff and set specific tasks, process and expected outcomes for all roleplayers

### Step 06

Commence with the assessment of residents in the selected platform, categorise and determine the care plan applied to everyone individually.

### Step 07

Orientate, re-align all staff, both professional and non-professional. This may mean training and grading care workers.

### Step 08

Conduct report-back sessions to evaluate progress and consider any possible amendments required.

## Step 09

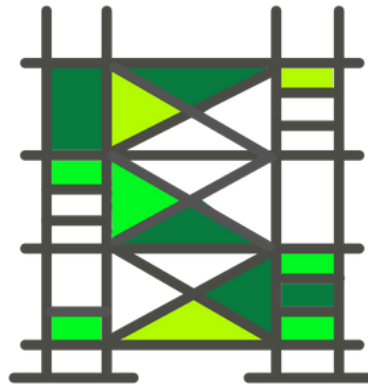
Evaluate resident and family responses using appropriate methods including newsletters, questionnaires, work sessions, electronic communication and person-to-person contact.

## Step 10

Confirm executive decisions to amend existing policies, agreements, information documents, including marketing plans, based on evidence from the implemented transformation plan.

## Step 11

Submit completed Questionnaire to Consult Age and request the issuing of a Compliance Notice. Submit data gathered during the process to the project team.



# Project Scaffold